

Amendments to the Specification:

Please amend the paragraph starting on line 15 of page 8 as follows:

After the alert is sent to the subscriber by the delivery channels, the subscriber can retrieve the event by an event reference that is included in the alert. The event reference contains unique identification information associated with the event stored at voice mail switch [[306]] 308. The event reference can be used to locate and review the event. Knowledge of specific voice mail switch operation is not necessary for retrieval of the event. The event that triggered the voice mail switch that sent the alert to the subscriber is the voice mail switch accessed by the event reference.

Please amend the paragraph starting on line 22 of page 8 as follows:

The event reference can identify a URL associated with the alert such that the subscriber can access the event at voice mail store 314 through notification server 304. The subscriber clicks on the link at user website 310. Notification server 304 then maps the subscriber's personal information (phone number, PUID, etc.) to the URL associated with the message stored in voice mail [[sore]] store 314. The URL links the subscriber to a web portal view to review the event associated with the alert. If the alert was sent due to a voice mail message, the URL links the subscriber to a page where the voice mail message can be heard from user website 310. To reply to the message, the subscriber's computer can be used to return the phone call.